



**healthwatch**  
East Riding  
of Yorkshire

## Virtual Care Home Engagement Project



**Report**

# Magnolia House

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# Introduction

Magnolia House, in a leafy suburb of Cottingham, a residential home for older people offering respite and day care services.

Magnolia House is a large home split into 4 different Units. The Memory Unit, Maple Court, has its own manager. The other three units are managed by another manager. Each individual unit has its own staff so they get to know the residents in the unit really well.

The units are called Lavender Way, Cedar Court, Willow Court and Maple Court. There are different staffing levels on each unit. The Manager told us that the team discuss where each resident's needs will best be met. The memory care unit (Maple Court) has higher staffing levels than the other units. This is the unit for residents with more advanced dementia. In Maple Court all the resident's doors are painted their favourite colour, the bathroom and toilet doors are all blue. There are supplies of PPE in all areas.

There are separate dining and lounge/activities rooms in each unit and the residents from each unit are in a "bubble" so that they can sit and eat together. The Maple Court memory unit also has a memorabilia room.

## Details of the visit

### Magnolia House- Communal areas

Throughout the home the various rooms have clear signs above or on the doors. The corridors looked clean and fresh. There are rails around all the corridors in a contrasting colour to the walls. There are pictures in the corridors and photos of residents doing activities. There is also a remembrance area with photos of residents who have passed away.

There are carpets in some areas of the home but these have been removed from other areas to make it easier to keep clean.

There is a large reception area with seating available and a coffee area so that family and friends can visit loved ones and access drinks.

As you enter the reception there is a temperature recorder, PPE and hand sanitiser. There are 2 rooms with a screen with outside access and 2 visiting pods. Some families prefer to use these rather than have to wear masks.

There are menu boards in dining areas displaying meal options. The menus were in writing. We didn't see any pictures of food. There was a large map of the world in one communal area so residents can talk about where they have visited or worked during their lives. There is also a map of Britain with an area for postcards that have been received.

All bedrooms have ensuite toilets and wash basins except 25 in the older part of building. The newer rooms also have wet rooms. There are plans to install wet rooms in older parts of building too. There are also 3 bathrooms and 4 communal shower rooms throughout the home.

All stairs in the home are protected with gates at the bottom and doors at the top with locks only staff can access these door. There are 3 lifts in the home.

The home have a hair salon with a key coded door. The salon is nicely decorated and set out like a high street salon. A Hairdresser comes for 2 full days a week. Most residents have their hair done here.

The home has a large laundry area split into dirty and clean areas. Each resident has their own basket to ensure that residents clothing do not get mixed up. Staff take residents clothes back to them in their box.

The home has a garden area with a pond. There is a path all the way round the large garden with a statue at the far end and benches along the paths. A local company maintain the gardens. Some residents can access the gardens by themselves, others need support. The Manager told us there were raised beds for garden activities. Residents also play croquet and bowls and skittles outside. Residents enjoy using the garden facilities and like spending time walking and sitting outside. Residents really love it when the garden is used for parties where families can attend.

“I do go out in the garden and talk to people. We used to have open days where the staff would bring their children in and we'd have a party. It was like a big happy family. I'm very happy here at the home. I've been here 6 years. I've no relatives in England, My family is in the US”

### Residents Rooms

The home has 93 bedrooms in total. 71 have ensuite facilities and 16 of those bedrooms have their own wet room facility. There are currently 14 residential beds available and 9 beds available on the memory care unit.

Residents stated that they like their bedrooms, many having their own personal possessions around them, such as books, photos and furniture, making the room homely and comfortable. Many relatives had not been physically able to view their loved ones room due to restrictions, but have been able to see it through a window or over video call.

Residents enjoy the view out of their bedroom window, being able to see the gardens or the street outside. Residents spoken to all thought that their bed was comfortable and warm enough.

Residents all stated that their room is kept clean and tidy, and that a cleaner comes in every morning.

Residents have a buzzer that can be pressed if they need the staff's attention. Residents who have needed to use it said that staff attended quickly.

“Lovely bed room, lovely view and a comfortable bed”

“I've no complaints about any of them. At first I thought it wouldn't be very pleasant but I was wrong. It's like being at home”.

### Food and Drink

The home has a food hygiene rating of 5.

The homes uses the Apetito service for lunch time, and partly for the evening meal. The home employs two cooks who also make sandwiches, buffets and bake for the residents. The cooks will also provide individual meals upon request, for instance if a resident does not like the options available or wants something alternative to the Apetito meal.

Apetito provide meals for residents with all types of swallowing difficulties. They also provide meals for all dietary and medical needs and varied cultural preferences. The home offers at least 2 choices at every meal time and these include lighter options and finger foods for those that prefer this.

All residents we spoke to said they enjoyed the food provided. One resident requested that they would like more fruit to be made available.

“I like the meals. It's very good. They do a good job and there's plenty of it and it's tasty. I like most things. They seem to sense if you don't like it and ask if you would prefer something else”.

“Food is not top quality but eatable. Breakfast is very good. I would like more fruit to be available”.

Residents told us that there are were a variation of drink options available, such as tea, coffee, water, milk and juice. Most residents knew that they could have additional drinks and snacks when desired.

### Recreational Activities

The home has two Activities Coordinators in post.

Residents spoken to said they enjoyed taking part in a wide range of activities, such as walking, spending time in nature, sports, reading, going to the library and knitting.

Residents explained that if they do want to take part in any activities, they are usually notified of what is taking place via the staff letting them know, or by looking at the home's notice board. Some residents did not know how to find out, and due to restrictions were not able to access the notice board. Residents are all encouraged to join in with activities where possible.

“It's easy to find out as the girls on the reception desk tell you and there is a notification of what's going on”

“There is a board only at the other end of the building but my range is limited because of COVID restrictions so I cannot go to where it is”.

Previously to COVID, the home did offer outside activities such as visits to the seaside, shopping trips, walks and had entertainers coming in weekly such as singers, local historians and therapy pets. The home are to return to these activities when possible.

### Residents

The home currently have 73 residents.

The Residents spoken to said they felt supported and well looked after at the home. They all praised the staff for their care.

“I'm not going anywhere else. I would panic if I had to leave. This is a home to me now. I'm very settled here.”

“Yes, I would speak very highly of the staff. They do a difficult job and are always cheerful. I took a bit of settling in and miss my independence, but am now settled in.”

With regards to resident welfare, staff monitor residents wellbeing and look out for those who may have difficulties settling in to the home. Activities co-ordinators will spend time getting to know new residents when they arrive and will write up their social assessment and support plan. Staff will introduce new residents to a 'buddy', another resident who they have things in common with.

### Health checks

The home uses a system called PCS (Person Centred Software) where all residents food and fluids are logged 24/7. You can add fluid watch and nutrition watch to each resident which highlights daily intake to all staff logged in so that they can encourage food and fluids if someone has had a poor intake. Residents are weighed either weekly or monthly dependent on their MUST (Malnutrition Universal Screening Tool) score. Management and Directors have oversight over the data on PCS and conduct audits and referrals as needed.

A staff member from Castle Hill Hospital Audiology department visits around every six months to check and repair residents' hearing aids and to recommend any further treatment if necessary.

A qualified practitioner from 'Wax Lyrical', a service for ear wax removal, visits to carry out ear wax suction for residents that require this treatment. The homes Activities Coordinators carry out regular hygiene and function tests of hearing aids in between the Audiologist and Wax Lyrical staff members' visits.

The home also liaise with a residents' GP if they have any concerns about a resident's hearing or they need a hearing test.

Vision Call visit the residents annually for an eye sight test and eye health checks, however this has been delayed due to the pandemic. Vision Call also make referrals to the eye hospital at HRI if residents need follow up or specialist treatment.

Podiatrists visit Magnolia House every 6 weeks to see the residents. Some of the residents have regular visits through NHS Podiatry also. Staff monitor residents' foot health in between and would highlight any concerns.

The podiatrist will document treatments in the communication book. Vision Call will leave a treatment record that is kept in a health folder with other appointments and treatment for residents. The home also use their PCS system to record any treatment.

Any medications for the residents are securely locked away.

### Relatives and Friends

All relatives who responded described the staff as being polite, friendly and attentive. Relatives described interactions between residents and staff to be positive and friendly. All relatives are happy with the care that their loved one are receiving. Some relatives would like to see either loved ones more stimulated by activities, but understand the barriers caused by COVID.

“Yes staff are very polite and friendly. Nothing seems too much trouble and they always pass on to my friend anything I take for her.”

“My relative is being kept safe, but COVID has restricted activities, stimulation, exercise.”

The home keeps in contact with relatives by telephone or in person, social media updates, email and via letter. Some relatives suggested that a newsletter would be helpful to keep them informed on what is taking place within the home.

“They keep in touch with me via phone calls, occasional Facebook updates, and infrequent letters from Chairman. A regular newsletter would be welcomed”.

### Visiting

The home has an online booking system for families and friends of residents to book a visiting slot. The Activities Co-ordinators and receptionists support anyone who is not able to book appointments online. The online booking system is in a

designated visiting area and the home requires that visitors carry out a Lateral Flow Test 30 minutes prior to their booking. The home also has family members who carry out the essential care giver (ECG) role to come and support residents at meal times and for companionship. ECG's are required to carry out the same testing regime as staff.

The home also has a visiting pod with a Perspex screen and window visits with an intercom that can still be used for those that want them or prefer not to enter the home.

Some residents continue to go out for outdoor visits and walks and also drives in the car. Families are required to read and sign a risk assessment and the Responsible Visitors Code.

Many of the relatives hadn't been invited to attend meetings regarding their loved ones care due to pandemic, but some said they had been consulted via the telephone.

### Staff

The home employs 24 members of full-time care staff, and 45 members of part time care staff. The home also has a small pool of bank staff. When asked, Staff felt that there are enough members of staff on duty both day and night, and felt that staff absences are well managed.

The home has a full time Handyman who on a day to day basis deals with maintenance and repairs. If the handyman needs support with larger jobs the home have an Estates Manager who will come over to assist. The home also has external contractors who the company uses on a regular basis dependent upon what needs to be repaired, serviced or refurbished.

All new staff must complete the Care Certificate if they have not completed it already or have not completed any other health and social care NVQ's or BTEC's. All staff must complete mandatory training which is logged on a training matrix and produces a traffic light system as staff training is approaching renewal. Staff training and development is discussed annually during appraisals.

We asked staff the most enjoyable part of their job. They stated that they enjoyed chatting to residents, hearing resident's stories about their lives, helping residents, seeing them happy, and supporting residents to the best of their ability.

“I like chatting to the resident when I help with cares or having a laugh and a giggle with them in the lounge. I like to make them smile.”

“The gratitude shown from residents and family members.”

“Looking and caring after the residents making sure they are happy and relaxed and have all the support they need.”

“When the residents come together in the lounge and the staff can sing and dance with the residents and seeing them happy.”

## Support

As the Homes Manager Lindsay states she feels very much supported by the homes Directors, explaining that they have given her support and advice throughout. Lindsay feels she can approach them if she needs any support.

All staff who responded said they felt supported within their role, and feel that they get all the necessary guidance. Staff stated they would go to their team members for advice, and their Manager, Lindsay, who they state is very supportive and approachable. All staff feel that the home is well managed and well run.

## Promotion of Privacy, Dignity and Respect

Residents have end of life care plans in place. There are occasions when the home has residents and families who do not wish to discuss this yet and their wishes are respected. They would be spoken to about this at a later time or when it is appropriate. End of life care plans are reviewed monthly and discussed with the residents where possible or their relatives. Most residents also have Respect forms in place which state their choices regarding medical treatment.

Support plans are reviewed and updated on a monthly basis or sooner if there has been any changes to a resident's health or care needs. Residents and relatives are involved in this process. Support plans are created with the resident for those who are able to participate in creating the support plan and with relatives for those who are unable to participate.

The home does not currently have any residents with specific religious or cultural needs although they have in the past. The home always ensure that they discuss these areas within their pre-assessment with residents to find out what is important to the individual. Lindsay stated that they would ensure these needs are documented within the care plan and on the PCS which highlights 'things to be aware of' and this flags up on devices when staff log in to them to make them aware. The home also inform the kitchen staff if there are any special dietary requirements.

All staff who responded feel that they understand resident's preferences for end of life care and know the personal preferences of the residents that they care for, including their personal histories, likes and dislikes.

Around a quarter of residents have an Essential Care Giver (ECG). An ECG is a nominated person who can visit a care home resident regularly under all circumstances, even when the care home is in lockdown or during periods of isolation. The home are actively making family members aware of Resident's rights to have an ECG. Some families are not able to take this up. Lindsay the Manager said that they speak to families when they come to visit. As the guidance has changed they've tried to keep everyone updated.

In the reception area, there is a Dignity in Care board for visitors and staff to see what's important to the home and how they promote dignity.

## Safeguarding, Concerns and Complaints Procedure

The home has a complaints procedure in place, a copy of which is in the reception area for visitors to read.

Lindsay feels that she has an open door policy in place and has a good relationship with residents and families. She welcomes anyone to come and discuss any issues.

Residents spoken to explained that if they had an issue they wanted to raise then they would talk to either staff members on reception, Senior Carers or the Manager.

Staff who responded all felt confident to raise concerns, and said any concerns are acted on accordingly.

Relatives knew who to speak to if they ever needed to raise a complaint, and said that they would direct any issues to Lindsay the Manager.

### Further comments received:

“Magnolia House have coped well with what have been very difficult circumstances during lockdown and the aftermath of Covid. Sometimes things have been very trying for Staff, relatives and residents alike but a degree of patience and understanding from all sides have made things tolerable. Unfortunately my mum was admitted when Covid Regulations were at their tightest, so much of her time in the home has not been the norm, ie visits, activities, outings and interaction with others. There have been many tears from all sides, frustration, and anxiety for us as a family but everyone has risen to the challenge and as a result mum is safe, cared for and in good hands with Lindsay and her team on Cedar”.

“COVID has made it very difficult to assess care home as it has restricted activities and residents socialising, to the detriment of relative’s physical and mental health. Magnolia appears very risk adverse compared to some other homes that have allowed more activities and visitor interaction”.

“Magnolia House staff have always been very good with communicating with me. They’re always professional and help in any way they can. The staff have worked very hard during times of Covid to do the best for the residents and have always been kind and considerate with my friend's needs. They did a particularly special time of making Christmas day a time to remember”.

“It has been difficult as she has only been there just over a year, so it has been restricted by Covid conditions. The resident has limited memory so cannot tell me much. The staff have been very good at keeping me informed of if she has any problems, when she has injections, doctors visits, hospital appointments etc. I am very happy with the care she is receiving”

## Recommendations

- Training Senior Carers to carry out hearing aid maintenance for residents in their units. In order that Activities Coordinators can spend more time with residents in an activity capacity (whether that be on an individual or group basis).
- Getting back to meetings with residents and relatives as soon as safe.
- Until that is possible or producing a monthly or quarterly report for relatives to keep them updated about changes and what residents have been doing.
- Residents with mobility issues who can't get to see the activities notice board be told each day or have "what's on and when" sheet which can be handed out to all residents at the beginning of the week.
- More fruit be provided at meal times and when taking the trolley round. This could perhaps be cut up or pre-prepared to make it easier for residents to eat and more appetising.
- When Covid levels come down and the Manager feels it's safe, organising garden parties for residents and families again.

## Acknowledgements

Healthwatch East Riding of Yorkshire would like to thank Magnolia House, the registered manager, and all the staff at the home for their help and involvement with the enter and view. We would also like to thank all the residents and relatives for their engagement. Thank you to our Healthwatch East Riding volunteers who helped us facilitate the project.

## Distribution

This report has been distributed to the following:

- Healthwatch England
- The Care Quality Commission (CQC)
- East Riding Clinical Commissioning Group
- East Riding of Yorkshire Council
- The Healthwatch Humber network
- East Riding Safeguarding Adults Board

## Virtual Engagement Project- Feedback from Services

Feedback from the service- Magnolia House

Lindsay Altoft

Date- 20.07.2022

Lindsay Altoft thanked the Healthwatch East Riding of Yorkshire staff team and Volunteers for making their virtual engagement such a pleasant process. Lindsay said that although Healthwatch weren't able to visit the home in the usual way, due to Covid, that her and her team really appreciated the time and trouble Healthwatch had taken with their virtual visit.